

ACCESS IDAHO STEERING COMMITTEE

Access Idaho's General Manager's Report

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IN SUMMARY

The portal used the month of May to roll out new online services that will be utilized by the law enforcement, the courts, and citizens for personal record keeping. In addition to launching new services the portal finished gathering requirements on a suite of applications to improve the productivity of interstate commerce in Idaho. On the creative side, a new site was launched for educating the public about Idaho's rangelands, and work was started on improving the Board of Educations home page and online communications.

MARKETING

A new subscriber outreach program was developed in May and will be implemented in June. With each Subscriber invoice a newsletter will be inserted. The newsletter will be a quarterly publication that highlights important changes in Idaho's e-government offerings while providing the users with customer service tips and answers to Frequently Asked Questions (FAQs) on using subscription services. The goal is to improve communications with our subscriber base and increase customer satisfaction of the Portal's products and services.

Access Idaho and ITD worked together on two marketing pieces to improve awareness of new online Motor Carrier services. Approved in May and scheduled for distribution in June is a direct mail piece that will go to the top 350 users of 120 hour temporary trip permits. The letter will highlight ITD's new online services and encourage Motor Carriers to sign up as a subscriber. A similar announcement was developed as an insert for monthly notices sent by ITD to carriers with lapsing Overlegal permits.

The ITD and Access Idaho direct mail program will expand to the top 500 users of Overlegal permits in August. The Overlegal direct mail program will showcase the ease of going online and renewing a permit. The letter will also announce the launching of future applications and encourage Motor Carriers to sign up as a service subscriber.

DEVELOPMENT

Department of Corrections went into beta testing for their online offender database built by the portal. Citizens can search for the status of an offender by name or inmate number. The application is expected to go live in July. Corrections asked for additional time to build a new internal server for the application.

The Department of Insurance license renewal application continued to undergo beta testing. The application is scheduled to go live in July.

The Real Estate Commission's upgrade program began in April and will finish early July. When completed the agency will have an online services area for agents and brokers. Some

of the highlights include Continuing Education credit uploads, expired licenses renewals, address changes and license printing.

Requirements were completed with the Idaho Transportation Department for the renewal of hazardous materials permits and for an online search of vehicle title and liens. Title searches are scheduled for beta testing in late June with a July launch. While the hazardous materials endorsement application is scheduled for a late summer launch.

The Idaho state tax Commission requested assistance with the development of an application that calculates and reports fuel tax fees. It is called the International Fuel Tax Agreement (IFTA). Motor carriers traveling through the state will be able to pay and report their fuel taxes online through this application. Requirements started in May and will finish in June with a projected launch date of July. This application will be the first of its kind in to be launched in the US.

C R E A T I V E S E R V I C E S

The Idaho Rangeland Resource Committee finalized their design and launched its site in May. The site is designed to assist students and teachers in understanding Idaho's natural resources. The committee has one employee. Training for the maintenance of this site is scheduled for July.

Design ideas have been supplied to the Department of Environmental Quality and the Department of Water Resources. Their internal committees are reviewing the designs. In June the Portal will finish up the design review and move the projects into the building phase and develop the SLA documents for the committee.

Division of Building Safety and the Board of Veterinary Medicine were supplied with design comps. Both groups are reviewing their designs and will contact the portal when one has been chosen.

The Department of Commerce was presented with developmental designs of their home page. Testing and the selection of templates will be completed in June. The creative team will work with Commerce to complete the project by mid June.

Creative also started initial meetings with the state Board of Education to assist them in redesigning and launching a new web site this fall. In late June the design will be finalized and an SLA prepared for the committee to review.

COMPLETED

Application	Agency	Application Description	Status	Completion Date
Batch Drivers Records	Idaho Transportation Department	This project will allow Batch customers identified as eligible through the Idaho Transportation Department to request MVR information through an electronic Batch process. This is a premium service	Launched.	3rd Quarter 2000
Calendar System	Statewide Application	The state calendar system allows agencies to post events to the state home page while also making this information available on their agency website. State agencies can access an easy-to-use web interface to post events and legal notices to citizens and businesses seeking this information.	We will train and develop Agency side calendars for those interested in using the system.	1st Quarter 2000
Re-design Idaho's Home page	Statewide Application	The Access Idaho home page has been completed and is ready to go live. The design and functionality is citizen based for ease of use. The site can be accessed at the following URL: www.accessidaho.org . On May 3, the page will become the State's official home page and will also be located at www.state.id.us	The PR roll out was May 3, 2000, 1:00 p.m., J.R. Williams Building West Conference Room.	2nd Quarter 2000 (on-going)
How Do I? System	Statewide Application	The state How Do I? system allows agencies to post frequently asked questions to the state home page while also making this available on their agency website. State agencies can access and easy-to-use web interface to post their commonly received questions. As the Portal matures, this system will become a vital search engine for businesses and citizens	We will train and develop Agency side How Do I? for those interested in using the system.	1st Quarter 2000
First Lady's Website	First Lady	The First Lady wants a web site that is "kid friendly." We have been asked to build the site template. The site will have links to the First Lady's special projects, her bio, etc.	Launched.	3rd quarter 2000

Idaho Electronic Campus	Board of Education	A Portal for Idaho's state universities and colleges. The site will include a searchable database of all courses offered by the public institutions of higher learning.	Launched.	3rd quarter 2000
Tobacco Retail Permits	Department of Health and Welfare	Idaho Tobacco retailers are required to have a permit in order to sell tobacco products. The Department wants to allow Retailers to initially apply and renew permits online. There is no fee for this service.	Launched.	3rd Quarter 2000
Business Entity Search with choice of 2 Certificates of Existence	Secretary of State's Office	This application will allow citizens and businesses to do an on-line search on businesses in Idaho at no charge. If the person or business would like to have a certificate of existence for their records, they will have two choices: 1) an online certificate or, 2) certificate with an original signature that can also be ordered online, then mailed. There will be a couple of ways to pay for the certificates; if they are a subscriber, they will be billed monthly, or they can pay immediately by credit card.	Launched.	4th Quarter 2000
Credit Card Functionality	Statewide Application	The credit card functionality being developed will allow applications that require secure authentication and authorization of credit card payments to easily connect. The application will handle the processing of credit card payments and can connect to an agency account, a Portal account, or a centralized processing account. The credit card functionality requires an agency and Access Idaho identify the most appropriate account to deposit transaction proceeds and establish linkage of this account to the with First Security Bank and the State Treasurer's Office. Any agency wanting to accept credit cards for payment on the Internet will be able to use this functionality.	Launched.	4th Quarter 2000

Real Estate Agent license renewals	Real Estate Commission	The application will allow real estate agents to renew their licenses online.	Launched.	4th Quarter 2000
Admin. Dept. Web site	Department of Administration	Assisting the Department in its Web site redesign.	Launched.	4th Quarter 2000
Board of Medicine Web site	Idaho Board of Medicine	The Board wants Access Idaho to build a Web site and eventually add license renewals and licensee searches.	Launched.	4th Quarter 2000
ITRMC Web site	Information Technology Resource Management Council	Web site with information on Idaho's technology agencies/resources.	Launched.	4th Quarter 2000
"No Call" telemarketer database	Attorney General	A list of citizens who do not want to be called by telemarketers. The telemarketers are required to purchase the list every quarter. The application would allow the citizens to register and pay. The telemarketers would be able to purchase the list online.	Launched.	1st Quarter 2001
Uniform Commercial Code Search	Secretary of State's Office	This project would make available UCC search capability by providing access to an existing database of UCC information and explore the possibility of making images available as well.	Launched 1/8/2001	1st Quarter 2001
Lt. Governor's Web Site	Lt. Governor	We were asked to build a template, and the Lt. Governor's Office will be responsible for importing content.	Launched.	1st Quarter 2001

Governor's Web Site	Governor	A redesign of the current site. We have been asked to build the template, and the Governor's Office will be responsible for importing content.	Launched.	1 st Quarter 2001
The State Department of Education Web site templates.	State Department of Education.	The State Department of Education requested templates be developed for updating their Web site.	Launched.	1 st Quarter 2001
Interactive Drivers Record Search	Idaho Transportation Department	This project will allow users identified as eligible through the Idaho Transportation Department to request DLR information through the Portal in real time.	Launched March 2001.	1 st Quarter 2001
Idaho Stare Bar Corporate Section web site	Idaho Stare Bar	The Idaho Stare Bar Corporate Section wanted to a Web site for its Corporate Law Section.	Launched April 20, 2001.	2 nd Quarter 2001
Governor's Trade Mission	Governor	The Governor's office requested Access Idaho to provide a template for his Trade Missions to Asia and Mexico.	Launched 5/12/01.	2 nd st Quarter 2001
Idaho Disability Determinations Service (IDDS) Web site	Idaho Disability Determinations Service	The DDS administers Social Security Disability benefits for the Social Security Administration. They want a Web site to assist their clients and perhaps eventually reduce phone calls through some interactive applications.	The DDS site has been turned over to the agency for launch.	2 nd Quarter 2001
Board of Pharmacy Web site	Board of Pharmacy	The Pharmacy Board (BOP) wants to start with a Web site and eventually offer some interactive services.	Launched.	2 nd Quarter 2001

Idaho Division of Building Safety license look up.	Division of Building Safety	The Division of Building Safety is interested in multiple applications. The first is a database look up application, followed by license renewals for Electrical, Plumbing, Public Works, Safety, and Building.	Launched.	2 nd Quarter 2001
Idaho Division of Building Safety Electrical License renewal.	Bureau of Electrical Safety	The application will allow Journeyman, Contractors and Apprentices to renew their licenses online with the Bureau.	Launched.	2 nd Quarter 2001
Idaho Highway and Technical Assistance Council Web site.	Idaho Highway and Technical Assistance Council.	The Idaho Highway and Technical Assistance Council is interested in developing the potential of publishing their technical documents online and to increase the amount of resource materials available to their audience.	Launched.	3 rd Quarter 2001
Idaho Department of Labor Web site templates.	Idaho Department of Labor .	The Idaho Department of Labor requested templates be developed for updating their Web site.	Access Idaho has turned over the templates to the agency.	3 rd Quarter 2001
Idaho State Police Web site.	Idaho State Patrol	The ISP updated their site. A major goal for the site is to make it a recruitment tool.	Launched.	3 rd Quarter 2001
Unemployment Insurance payment	Department of Labor	The application would allow Idaho employers to pay unemployment insurance premiums online.	Live. First transaction completed on 11/7/01	4 th Quarter 2001

Electronic Check Functionality	Statewide Application	The electronic check functionality being developed will allow applications that require secure authentication and authorization of electronic check payments to easily connect. Any agency wanting to accept electronic check for payment on the Internet will be able to use this functionality.	Launched on 11/7/01 on Department of Labor's Unemployment Insurance application.	4th Quarter 2001
Idaho State Bar Web site templates.	Idaho State Bar.	The Idaho State Bar requested templates be developed for updating their Web site.	Templates completed and turned over to the ISB for implementation.	3rd Quarter 2001
Idaho Division of Building Safety Plumbing License renewal.	Bureau of Plumbing Safety	The Division of Building Safety is interested Plumbing Journeymen Contractors and Apprentices renewing their licenses online.	Launched 11/19/2001	4 th Quarter 2001
Tax Payment Portal.	Idaho State Tax Commission	The application will The Idaho State Tax Commission received funds by credit card or electronic check.	Launched 12/7/2001	4 th Quarter 2001
Online filing and payment of Idaho 40EZ form.	Idaho State Tax Commission	The application will allow users of the Idaho for m 40EZ to file and pay online.	Launched 1/7/2002.	1 st Quarter 2002
Interactive Drivers Record Search	Idaho Transportation Department	This project will allow subscribers to request DLR information through the Portal in real time.	Launched.	1 st Quarter 2002
2 nd Re-design Idaho's Home page	Statewide Application	The Access Idaho home page has been completed. The design and functionality is citizen based for ease of use.	Launched 1/7/2002.	1 st Quarter 2002 (on-going)

ITD Trip Permits.	Idaho Transportation Department	The application will allow commercial transporters to purchase trip permits online as an instant customer or through subscriber vendors.	Launched 4/22/2002.	1 st Qtr 2002.
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Idaho South Central District Health Web site	Idaho South Central District Health	The Idaho South Central District Health goal is to add depth and resource material to their current site. Their target audience is women, children and public health issues.	Launched April 1, 2002.	April 2002
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Over legal permits.	Idaho Transportation Department	The application will allow commercial transporters to purchase trip permits online as an instant customer or through subscriber vendors.	Launched 4/22/2002.	1 st Qtr 2002.
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Idaho Rangeland Committee Web site	Idaho Rangeland Committee	The Idaho Rangeland Committee's goal is to add depth and resource material to their current site. Their target audience is students and educators.	Launched.	May 2002
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Interactive Drivers Record Search - Personal	Idaho Transportation Department	This project will allow user to request their personal DLR information through the Portal in real time.	Launched.	May 2002
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DLR Exempt	Idaho Transportation Department	This project will allow law enforcement and government agencies to DLR information through the Portal in real time	Launched	May 2002
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IN DEVELOPMENT

Application	Agency	Application Description	Status	Completion Date
Insurance agent license renewal	Idaho State Department of Insurance	The application will allow insurance agents to renew their licenses online.	In Beta.	2nd Quarter 2002

Idaho Department of Finance payment gateway.	Idaho Department of Finance	The Idaho Department of Finance has created a license renewal application and has requested help administering the payment process.	In Beta.	3rd Quarter 2002
Department of Environmental Quality Web site	Department of Environmental Quality	The Department of Environmental Quality goal is to improve navigation and usability and if possible add depth and resource material to their current site.	Comps have been delivered and DEQ is reviewing them.	2002
Department of Corrections Searchable database.	Department of Corrections	The application will allow citizens to search for parolees based upon the Department of Corrections records.	In Beta.	2002 2nd Qtr
IFTA payments and filings.	Idaho State Tax Commission	(IFTA). Motor carriers traveling through the state will pay and report their fuel taxes will use the application .	Started Requirements.	3rd Quarter 2002
Liens & Titles search.	Idaho Transportation Department	The application will allow for a searchable database of vehicle title and liens.	Started Requirements.	3rd Quarter 2002
Hazardous materials permits	Idaho Transportation Department	Renewal of motor carrier Hazardous materials permits.	Started Requirements.	3rd Quarter 2002
Idaho Real Estate Commission application upgrades.	Idaho Real Estate Commission	The Real Estate Commission goal is to automate more services such as address updates and license printing.	Access Idaho has had initial requirements	2002 2nd Qtr.
Board of Vet Medicine web site	Idaho State Department of Insurance	The goal is to improve navigation and usability and if possible add depth and resource material to their current site. .	In design review.	3rd Quarter 2002
Department of Commerce web site	Department of Commerce	The application will allow insurance agents to renew their licenses online.	In Beta.	2nd Quarter 2002
State Board of Education Web site	State Board of Education	The goal is to improve navigation and usability and if possible add depth and resource material to their current site.	In design review.	3rd Quarter 2002

Division of Building Safety Web site.	Division of Building Safety	The Division of Building Safety's goal is to improve navigation and usability and add depth and resource material to their current site.	Comps delivered and I in review.	2002
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IN PLANNING AND CONSIDERATION

Application	Agency	Application Description	Status	Completion Date
Occupational Licenses	Bureau of Occupational Licenses	The Bureau currently manages 18 different occupational licenses and would like to make these available on line. Licensees will have the ability to purchase/renew on line with the use of a credit card. We are also exploring the ability to create a search for citizens to verify a specific person in a specific occupation is licensed.	Meeting scheduled with new Bureau Chief in February.	2002
Idaho Division of Building Safety Electrical forms	Bureau of Electrical Safety	The application will allow Journeyman, Contractors and Apprentices to fill out online forms and pay for a new license.	Access Idaho is scheduling requirements meetings with the bureau.	2 nd Qtr 2002.
Medical Board License Renewals	Idaho State Board of Medicine	The application will allow all licensees under the Board of Medicine to renew their license online.	Initial requirements meeting scheduled.	December 2002
License Renewals	Board of Nursing	The application will allow all licensees under the Board to renew their license online.	Initial requirements meeting scheduled. Requirements occur in February.	2002
Payment portal for CE and conference registration.	Idaho State Bar	The application will allow members to find and pay for classes and conferences online.	Started pre requirements.	1st Quarter 2002



SERVICE AGREEMENTS

- ❖ Secretary of State's Office – Business Entity Search – Service Level Agreement signed
- ❖ Governor's Office -- First Lady's Web Site Template – Letter of Agreement signed
- ❖ Idaho Transportation Department – Batch/Interactive Drivers Records – Service Level Agreement signed
- ❖ Board of Education – Idaho Electronic Campus – Service Level Agreement signed and approved
- ❖ Department of Health and Welfare – Tobacco Permits – Service Level agreement signed and approved
- ❖ Idaho Real Estate Commission – Real Estate Agent License Renewal – Service Level Agreement signed and approved
- ❖ Department of Administration – Web site – Service Level Agreement signed and approved
- ❖ Board of Medicine – Web site – Service Level Agreement signed and approved
- ❖ ITRMC – Web site – Service Level Agreement signed and approved
- ❖ Attorney General's Office – No Contact List – Service Level Agreement signed and approved
- ❖ Governor's Office – Governor Kempthorne's Web Site Template – Letter of Agreement signed
- ❖ Secretary of State's Office – Certificates of Existence – Schedule A Addendum of Master Service Level Agreement signed
- ❖ Secretary of State's Office – UCC/Lien Search – Schedule B Addendum of Master Service Level Agreement signed and approved
- ❖ Idaho State Bar – Corporate Section web site – Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Lt. Governor's Office – Lt. Governor Riggs' Web Site Template – Letter of Agreement signed and approved
- ❖ Idaho State Department of Education – Web Site Template – Service Level Agreement signed and approved
- ❖ Department of Labor's Unemployment Insurance Payments – Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Board of Pharmacy - Schedule A Addendum of Master Service Level Agreement signed and approved Idaho
- ❖ Disability and Determination Service - Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Division of Public Safety -- Schedule A Addendum of Master Service Level Agreement signed and approved

- ❖ Division of Public Safety -- Schedule B Addendum of Master Service Level Agreement signed and approved
- ❖ Local Highway Technical Assistance Council -- Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Idaho State Police -- Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Idaho Real Estate Commission -- Amendment to Schedule A Addendum for adjustment to new license fee structure. Signed and approved
- ❖ Idaho Department of Labor – Schedule B Addendum of Master Service Level Agreement for Web Site Template signed and approved
- ❖ Idaho State Bar – Schedule B Addendum of Master Service Level Agreement for Web Site Template signed and approved
- ❖ Division of Building Safety Plumbing Bureau – Schedule C Addendum of Master Service Level Agreement for plumbing license renewal signed and approved.
- ❖ Idaho State Tax Commission – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Local Highway Technical Assistance Council – Schedule B Addendum of Master Service Level Agreement for web hosting. Agreement signed and approved.
- ❖ Idaho Department of Insurance – Schedule A Addendum of Master Service Level Agreement. Agreement signed and approved.
- ❖ Idaho Real Estate Commission – Schedule A Addendum 2nd amendment to Master Service Level Agreement. Agreement signed and approved.
- ❖ Idaho Department of Transportation – Memorandum of Understanding Agreement. Agreement signed and approved.
- ❖ Idaho Department of Finance – Schedule A Addendum of Master Service Level Agreement. Agreement signed and approved.
- ❖ South Central District Health – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Department of Transportation – Addendum C to original SLA for commercial trip permits signed and approved.
- ❖ Idaho Real Estate Commission – Schedule B Addendum of Master Service Level Agreement. Signed and approved.
- ❖ Idaho Rangeland Resource Commission – Schedule A Addendum of Master Service Level Agreement. Signed and approved.
- ❖ Idaho Department of Corrections – Schedule A Addendum of Master Service Level Agreement. Signed and approved.
- ❖ Idaho Department of Commerce – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Department of Transportation – Schedule D Addendum to original SLA for Hazardous Material Endorsements. Sent to Committee for approval
- ❖ Idaho Department of Transportation – Amendment to Addendum A to original SLA for Motor Vehicle Records. Sent to Committee for approval
- ❖ Idaho State Tax Commission – Schedule C Addendum to original SLA for IFTA Tax Filing Application. Sent to Committee for approval
- ❖ Idaho Real Estate Commission – 1st Amendment to Addendum B of original SLA. Sent to Committee for approval.

❖ IN CLOSING



The Portal will continue to expand its services and market Idaho e-government through association newsletters, media events and direct mail campaigns. Our mission is to work hard to ensure Idaho secures its place as a leader in electronic government.

As always if you have any question please do not hesitate to contact me.
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Respectfully Submitted,

Scott D. Somerhalder
Portal General Manager